



Mail to: The Manager
HSBC Bank Malta plc
Customer Correspondence & Logistics
Operations Centre
80, Mill Street, Qormi QRM 3101

PERSONAL INTERNET BANKING – SECURITY DEVICE REPLACEMENT FORM

Low Battery/Faulty Security Devices must be returned with this replacement form

Date: _____

Name of Customer: _____

ID Card/Passport No: _____

Old Device Serial Number: _____

Please select reason for requesting replacement:

- 1. Device is broken
- 2. Low battery
- 3. Device has been misplaced / lost / stolen
- 4. Device is faulty
- 5. Security Device never received

MAILING INSTRUCTIONS

Please forward the new Security Device by Mail.

For broken / misplaced / lost / stolen security devices, I understand that a charge of EUR 7 will be debited to my account.

Customer Signature: _____

FOR BANK USE ONLY

New Device Serial Number: _____ EBN: _____

Date Received: _____ Bank Authorisation: _____